

APPENDIX OF CLAIMS

1(Amended). A method for searching information on the internet, comprising using at least one human search assistant to help a user when searching for information on the internet, wherein such human search assistant is a specialist in searching on the internet.

2(Amended). The method of claim 1, wherein the human search assistant assists the user by searching on internet and indicates to the user where the information the user is looking for can be found in the World Wide Web or where the user should be looking in the World Wide Web or giving the user information found in the World Wide Web.

3(Amended). The method of claim 1, wherein the human search assistant has such expertise in searching on the internet that the assistant can be considered a web librarian and is able to give more information than the place to look in the World Wide Web and is able to supervise the user in consulting the internet.

4(Amended). The method of claim 1, wherein the human search assistant makes use of search engines for searching on internet.

5(Amended). The method of claim 1, including conducting a dialogue between the user and the human search assistant on line and in real time.

6(Amended). The method of claim 5, including using voice recognition via the internet to carry out the user's communication with the human search assistant.

7(Amended). The method of claim 1, including offering the user a visual representation of the human search assistant.

8(Amended). The method of claim 1, including consulting the human search assistant via a device selected from the group consisting of: a computer, a mobile phone, a palmtop, and an interactive television apparatus or the set-top box associated therewith.

9(Amended). The method of claim 1, including using several human search assistants on the website.

10(Amended). The method of claim 9, including enabling contact of the same search assistant by the user by means of voice recognition, iris recognition or fingerprint recognition.

11(Amended). The method of claim 9, including using one or more head human search assistants having below them a number of specialized adjunct human search assistants who each is specialized in one or more fields, and wherein the head human search assistant directs a call the head human search assistant receives towards one of those specialized adjunct human search assistants.

12(Amended). The method of claim 1, wherein the human search assistant re-formulates an information request of the user into an adapted request which is applied better on the search robots than the aforementioned information request.

13. The method of claim 1, wherein the human search assistant assists the user when searching for services.

14(Amended). The method of claim 13, wherein said services comprise on-line shopping, price and product comparison.

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ed). The method of cla
language, with or with
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